

		Issue Raised at SRC	Date item Completed/ Resolved (dd/mm/yy)	Resolution/Implementation
#	Item Name	(dd/mm/yy)		
1.	Financial Aid & Bursaries	17/10/16	14/11/16	<ul style="list-style-type: none"> • The Academic Chair will suggest to the Associate Registrar in the Registrar’s Office about the possibility of incorporating two bursary deadlines: one for initial submission, second for any necessary revisions. • Molly will suggest to the organizers of the student advising program to create “pop ups” for Bursary information. • <i>College Response- E/M to Kim Van Bruinessen regarding these issues. Kim is coming to the meeting to discuss her department’s efforts related to this matter.</i> • <i>Students would like to see more advertising regarding bursaries and the application process. Kim advised that information about financial aid and bursary applications is initially sent out to new students in their registration packages. It is also advertised on the Facebook page for Fleming, the web, the portal, bulletin boards and personalized emails. Communications are sent out to over 6,000 students here at Fleming.</i> • <i>Would it be possible to have a booth set up to complete the applications? Due to the confidential information that students need to submit on the application it would not be feasible to have students completing the application within a wide open area that other students could have access to view. Students are encouraged to drop into the Financial Aid office and speak to their Financial Aid Officer for assistance.</i> • <i>For some who applied and received notice that they were not eligible because of errors in their applications, they were not notified in time to rectify the errors and resubmit. The students noted that at no time during the application process were they notified by the program that their information was not entered correctly. The applications are screened by the Financial Aid Office. The application program has been designed to have pop ups if the information is not entered correctly. Kim will investigate to ensure that the program is letting students know if there are errors in their applications with the pop ups.</i>
2.	Food and Drink	17/10/16	14/11/16	<ul style="list-style-type: none"> • Molly informed group that a similar inquiry last year yielded that water stations will be changed to faucet and fill stations as they are updated.

				<ul style="list-style-type: none"> • Molly will ask about the feasibility of Food Services -placing a large sign on top of the lemon water station. <i>College response-Micheal Woods would investigate the possibility</i> • Molly will ask about the possibility of Food Services to provide ingredient lists for all foods. • <i>College response-New legislation to be implemented January 1 regarding labelling and currently the test kitchen at Aramark head office is going through all of the recipes and creating the necessary labelling. Please see the website on the portal where there is a link for feedback. Also if there are particular dietary restrictions, please contact Micheal Wood at 1352 to inquire about safe options.</i> • Students are reminded to fill out the survey they receive in the email. • Molly will suggest that orientation gift could be a water bottle –<i>College response-Students could suggest to SAC to possibly give water bottles as gifts or prizes.</i>
3.	D2L	17/10/16	14/11/16	<ul style="list-style-type: none"> • The Academic Chair will continue to support the feasibility of students gaining access to the D2L before classes begin. • <i>College response-The issue related to having students have access to D2L is in how D2L and Evolve the records system talks to one another. At present, cannot talk until after the start date of the course. Something that may be worked on in the future, but at present not on priority list. As for the issue expressed related to preferred names and faculty posting names on board during attendance. It was suggested that this could be added during the D2L training. LDS team would consider.</i>
4.	LGBTQ	17/10/16		<ul style="list-style-type: none"> • Discussion around ensuring Fleming is a safe place for all people has been deferred to the next meeting when we have more time.
5.	Library	17/10/16	14/11/16	<ul style="list-style-type: none"> • Molly will send a suggestion to the library that there be additional Reminders to students that the library is a place of study and those who want to talk and/or eat lunch should do so in other areas of the college. <p><i>College response- Letter to Student Rep Council. Thank you for your email. We recognize that during certain times of the year, typically between Week 8 and Week 14, the noise level in the Library increases. This is especially true from about 10:00am to 3:30pm, Monday-Thursday. We've tried a variety of ways to address the noise levels, including creating a Quiet Zone, moving the Quiet Zone, promoting the Silent Student Room, establishing "Crunch time" when no noise is tolerated (leading up to exams). These measures have made an impact, but evidently there are still students who are not satisfied with how we are managing this. This issue is challenging to address for a number of reasons:</i></p> <ul style="list-style-type: none"> • <i>"Quiet" is in the ear of the beholder. Some people are distracted by hushed whispers and the clicking of a keyboard, others can concentrate perfectly well in the midst of full-blown conversations.</i>

				<ul style="list-style-type: none"> • <i>We have a relatively small footprint so creating zones where quiet can be strictly enforced is almost impossible.</i> • <i>According to our surveys, our students are equally split between a desire for absolute quiet and more collaborative spaces for groups. If we please one group, we alienate the other.</i> <p><i>Currently this is how we deal with noise complaints:</i></p> <ul style="list-style-type: none"> • <i>When staff hear a voice rise above the din, she will approach the person and ask them to keep the volume down.</i> • <i>When a student complaints about other students being noisy, staff will approach the student and ask them to keep the volume down.</i> • <i>We have a Quiet Zone where the expectation is low levels of volume, but we don't ask for silence and do permit talking.</i> • <i>We have a Silent Study Room where we do insist on absolute quiet. Laptops are not permitted.</i> <p><i>I think that this College does need more space where students can study in silence or at least where there is very little noise. However, the Library is not positioned to be that kind of sanctuary. However, we are committed to be a space quieter than the Learning Commons where students can access technology, staff, and resources and have the option to study independently or as part of a group.</i></p> <p><i>I would tell your students that they do have a reasonable expectation of quiet in the Quiet Zones of the Library, and that if they're not comfortable addressing the noisy student directly, they should let staff know and let us handle the problem. We are able to do this diplomatically and sensitively. While sometimes self-policing can solve the problem, it can also exacerbate it. I would be happy to meet with the Council if students would like to address their concerns directly to me.</i></p> <p><i>Thanks, and I hope this provides a bit of context. However, I know it's not a satisfying answer.</i></p> <p><i>David Luinstra, Manager responsible for Library</i></p>
6.	Counselling	17/10/16	14/11/16	<p>Molly will provide comment to counselling again that there appears to be a lack of crisis appointments</p> <p><i>College response -There are a limit to the number and timing of appointments. Crisis appointments are triaged as they appear, but may have to be referred. Students can also call Student Life Line at 1-877-418-1537. It is 24/7 and part of their student health plan. There is also a website LifeWorks.com (User Id: fleming, Password: wellness) that is full of resources for students.</i></p> <p><i>There is also Good2Talk a 24/7 student helpline 1-866-925-5454 and 4 counties Crisis 866-995-9933 which is a local free 24/7 crisis support service.</i></p> <p><i>I provided the idea of the Yellow Bench idea and it was taken as a potential new program...No commitment at this time.</i></p>